GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:353
ANSWERED ON:10.08.2016
3G and 4G Licensing Norms
Biju Shri Parayamparanbil Kuttappan;Reddy Shri Ponguleti Srinivasa

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of telecom service providers who have launched 4G service, State and operator-wise;

(b) the mechanism in place to monitor and ascertain service providers providing uninterrupted 2G or 3G services to its customers before adding customers for 4G service;

(c) whether some of the mobile service providers have reportedly violated the licensing norms in providing 3G and 4G services and if so, the details of violations reported; and

(d) the action taken against the erring service providers during the last three years and the current year, company-wise and the steps taken by the Government to ensure compliance of licensing norms by the mobile service providers?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 353 FOR 10TH AUGUST, 2016 REGARDING "3G AND 4G LICENSING NORMS".

(a) As per the information received from Telecom Service Providers (TSPs) the status of launch of services using Long Term Evolution (LTE) technology (commonly known as 4G) is annexed at Annexure-I.

(b) As per provisions contained in section 11(1)(b)(i) of Telecom Regulatory Authority of India (TRAI) Act 1997, TRAI has been entrusted to discharge the functions of ensuring compliance of terms and conditions of licence granted to TSPs. Further, as per provisions contained in section 11(1)(b)(v) of the TRAI Act 1997, TRAI prescribes Quality of Service (QoS) norms for the Telecom Services and discharge the function to ensure its compliance by the TSPs within the powers under the Act. For assessing the performance of TSPs and to protect the interest of consumers, TRAI has laid down the Quality of Service norms for Basic Service (Wireline), Cellular Mobile Telephone Service (2G & 3G) and Broadband Service through various Regulations, which inter-alia prescribes norms for interruption in service. TRAI undertakes assessment for compliance to above-said Regulations by following means:

(1) Quarterly Reports, on self-declaration basis from the service providers;
(2) Independent Service Drive-tests on sample basis in different cities at different intervals; and
(3) Assessing customer perception of service through surveys.
The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service.

As per the performance monitoring report for the quarter ending March 2016, for Cellular Mobile Telephone Services (2G/ 3G), all the service providers are generally meeting the network related benchmarks. For example −the parameter Base Transceiver Stations (BTSs) Accumulated downtime (not available for service) is met by all the Service Providers in all the service areas except Aircel in Assam and North-East and Bharat Sanchar Nigam Limited (BSNL) in North-East Service Areas. The detailed report is published by TRAI on its website www.trai.gov.in.

As per present regulations, there is no correlation between service provisioning in 2G or 3G and subscriber acquisition in 4G by the service providers.

(c) & (d) During the year 2013, 2014, 2015 and 2016, the following instances of non-compliance by service providers, with the Quality of Service benchmarks laid down by TRAI through Quality of Service Regulations issued from time to time, have been observed:

Services 2013 2014 2015 2016
2G 487 817 819 176
3G 58 141 167 37

TRAI has been pursuing with service providers for improving Quality of Service and in this regard regular interactions are held with the service providers. The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service.

Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers, for failure to comply with the benchmarks, in accordance with the provisions of the regulations. The details of financial disincentives for non-compliance of Quality of Service Parameters, service provider wise, financial year-wise is enclosed as Annexure - II.

Annexure-I
Status of launch of 4G (LTE − Long Term Evolution) Services :
(As on 31.07.2016)

License Service Area-wise details:
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Sl. No. License Service Area Status of launch of 4G Services
1. Andhra Pradesh (includes Telangana) 1. Aircel/ Dishnet − 15 Cities/ towns
2. Bharti Airtel − 105 Cities/ towns
3. Idea − 57 Cities/ towns
4. Reliance Comm. - 1 Cities/ towns
2. Assam None
3. Bihar
(includes Jharkhand) None
4. Delhi
(includes Gurgaon, Faridabad, Ghaziabad, Noida) 1. Bharti Airtel − 6 Cities/ towns
2. Vodafone − 1 Cities/ towns
3. Reliance Comm. - 1 Cities/ towns
5. Gujarat 1. Reliance Comm. - 1 Cities/ towns
6. Haryana 1. Bharti Airtel − 41 Cities/ towns
2. Idea − 38 Cities/ towns
7. Himachal Pradesh 1. Bharti Airtel − 6 Cities/ towns
8. Jammu & Kashmir None
9. Karnataka 1. Bharti Airtel − 155 Cities/ towns
2. Idea − 41 Cities/ towns
3. Vodafone − 1 Cities/ towns
10. Kerala 1. Bharti Airtel − 206 Cities/ towns
2. Idea − 102 Cities/ towns
3. Vodafone − 1 Cities/ towns
11. Kolkata (Metro) 1. Bharti Airtel − 1 Cities/ towns
2. Vodafone − 1 Cities/ towns
3. Reliance Comm. - 1 Cities/ towns
12. Madhya Pradesh
(includes Chhatisgarh) 1. Bharti Airtel − 187 Cities/ towns
2. Idea − 9 Cities/ towns
13. Maharashtra 1. Bharti Airtel − 199 Cities/ towns
2. Idea − 46 Cities/ towns
3. Reliance Comm. - 1 Cities/ towns
14. Mumbai (Metro) 1. Bharti Airtel − 2 Cities/ towns
2. Vodafone − 1 Cities/ towns
3. Reliance Comm. - 1 Cities/ towns
15. North East 1. Bharti Airtel − 68 Cities/ towns
2. Idea − 6 Cities/ towns
16. Odisha 1. Aircel/ Dishnet − 13 Cities/ towns
2. Bharti Airtel − 31 Cities/ towns
3. Idea − 50 Cities/ towns
17. Punjab 1. Bharti Airtel − 185 Cities/ towns
2. Idea − 17 Cities/ towns
18. Rajasthan 1. Bharti Airtel − 20 Cities/ towns
19. Tamilnadu

(includes Chennai Metro) 1. Bharti Airtel − 262 Cities/ towns
2. Idea − 9 Cities/ towns
20. Uttar Pradesh (East) 1. Reliance Comm. - 1 Cities/ towns
21. Uttar Pradesh (West) (includes Uttarakhand) 1. Reliance Comm. - 1 Cities/ towns
22. West Bengal
(includes Sikkim, Andaman & Nicobar) None

Operator-wise details:

Sl. No. Name of TSP Number of Service Areas having 4G Services Number of Cities/ towns having 4G Services
1. Aircel/ Dishnet 2 28
2. Bharti Airtel 15 1474
3. Idea 10 375
4. Vodafone 5 5
5. Reliance Communications 8 8
6. Reliance Jio The TSP has offered testing for 4G services in all the 22 service areas but has not launched commercial service as yet.
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Annexure-II

Details of Financial Disincentives imposed on 2G & 3G Service Providers, due to non-compliance of Quality of Service Benchmarks (Financial Year−wise)

(Rs. In Lakhs)
(As on 31.07.2016)
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Financial Year 2013-14 2014-15 2015-16 2016-17 Total
2G Services
Aircel 46 97 91 26 260
Bharti 3.5 5 15.5 4 28
Bharat Sanchar Nigam Limited (BSNL) 46 108 53.5 9 216.5
Idea 13 3 2.5 4 22.5
Mahanagar Telephone Nigam Limited (MTNL) 1 0.5 0 0 1.5
Reliance Communications (RCom) 41 32 25.5 25 123.5
Reliance Telecom Limited (RTL) 7.5 7.5 5.5 10 30.5
Sistema 1.5 1.5 0 0 3
Tata 10.5 16.5 33.5 17 77.5
Telewings 4 1.5 0 2 7.5
Vodafone 6.5 7 30 16 59.5
Total 180.5 279.5 257 113 830
3G Services
Aircel 6 50 63 12 131
BSNL 2 16 37.5 7 62.5
Vodafone 0.5 0 1 0 1.5
Total 8.5 66 101.5 19 195
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